

DAS CUSTOMER COUNCIL MEETING MINUTES:

June 30, 2014

A regular meeting of the DAS Customer Council was held on Monday, June 30, 2014, at the Hoover Building (Conference Room 5) in Des Moines, Iowa. The meeting was called to order by Chair David Roederer at 10:30 a.m.

MEMBERS PRESENT

Carmine Boal, Legislative Branch (House)
Jessica Holmes, Department of Revenue
Steve Larson, Department of Commerce – Alcoholic Beverages Division
Michael Marshall, Legislative Branch (Senate)
Kristen May, Iowa College Student Aid Commission
Janet Phipps, Department of Administrative Services (DAS), Vice-Chair
David Roederer, Department of Management (DOM), Chair
Jean Slaybaugh, Department of Human Services (DHS)
Peggy Sullivan, Judicial Branch
Margaret Thomson, Iowa Department of Agriculture and Land Stewardship
Bruce Trautman, Department of Natural Resources
Nickie Whitaker, Department of Public Safety
Lee Wilkinson, Department of Transportation
San Wong, Department of Human Rights (DHR)
Joel Wulf, Department on Aging

MEMBERS ABSENT

Mary Cownie, Department of Cultural Affairs

OTHER ATTENDEES

Lon Anderson, DAS
Matt Behrens, DAS
Kevin Beichley, DAS
Barb Bendon, DAS
Mary Bowser, DHR
Paul Carlson, DAS
Susan Churchill, DAS, responsible for taking meeting minutes
Kelly Green, DAS
Karin Gregor, DAS
Brad Hier, Department of Corrections (DOC)
Ed Holland, DAS
Jan Johnson, Commerce – Credit Union
Mirela Jusic, DAS
Tana Kelce, DAS
Jody Lane-Molnari, DHS
Kathy Mabie, DOM
Calvin McKelvogue, DAS
Phil Miclot, DAS
Michelle Minnehan, DAS
Jeff Panknen, DAS
Stefanie Pirkel, DAS

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Julie Sterk, DAS

Robert von Wolffrad, Office of the Chief Information Officer

Bill West, DAS

Jim Wittenwyler, DOC

Beverly Zylstra, Department of Inspections and Appeals

Others may have been present who did not sign in.

AGENDA ITEMS

- I. The meeting was called to order at 10:30 a.m. by Chair David Roederer, who introduced Bruce Trautman from the Department of Natural Resources as a new member of the DAS Customer Council.
- II. **MOTION:** Michael Marshall made a motion to approve the meeting minutes of June 2, 2014.
 - A. Margaret Thomson seconded the motion.
 - B. Motion passed unanimously.
- III. Discussion of FY 2016 and FY 2017 Methodologies and Rates
 - A. Office of the Chief Information Officer (OCIO) – Robert von Wolffrad, Director, stated that rates would be status quo with no changes in services.
 - B. Department of Administrative Services – Human Resources Enterprises (DAS-HRE) – Michelle Minnehan, Chief Operating Officer, discussed rate increases in three areas:
 1. Benefits – increase needed to fund a benefits study and half of a wellness position.
 2. Family and Medical Leave (FMLA) – new utility rate needed to fund the external administration of FMLA.
 - a. A committee, comprised of DAS employees and representatives from four agencies, reviewed the Request for Proposals (RFPs) and selected the new FLMA administrator. (Once the Letter of Intent has been signed, the name of the administrator will be announced.)
 - b. The external administrator will add consistency in the application of FMLA statewide.
 3. Training – new utility rate, along with a nominal fee for each course, needed to fund the restructured Training area.
 - a. Vice-Chair Phipps stated that DAS needed to change the curriculum to have a baseline for training, especially for supervisors.
 - b. Chair Roederer stated that he anticipates some training for supervisors will be mandatory, beginning in FY 2017.
 - C. Department of Administrative Services – Central Procurement Enterprise (DAS-CPE) – Vice-Chair Janet Phipps stated that the insurance premium for the Blanket Bond increased. (This rate is a pass-through to agencies.)
 - D. Department of Administrative Services – General Services Enterprise (DAS-GSE) – Vice-Chair Janet Phipps discussed rate increases in four areas:
 1. Association Rate – increase needed for the Capitol Complex.
 - a. DAS is proposing a two-step increase in FY 2016 and FY 2017.
 - b. The Baker Group, an independent consultant, did an assessment of 2011, 2012, and 2013 and outlined all of the much-needed repairs on the Capitol Complex.
 - c. The increase would be used for:

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- 1). Salary and benefits of DAS-GSE staff
- 2). Elevator maintenance
- 3). Paint
- 4). Carpet
- 5). Concrete for sidewalks
- 6). Plumbing
- 7). On-going, routine maintenance (not remodeling)
2. Association Rate – increase needed for the Ankeny Labs.
3. Risk Management (Vehicle Self Insurance) – increase needed to build pool of funds, because the reserve was depleted by a backlog of claims.
4. New Lease Creation Services – increase in hourly rate needed to cover costs of leasing services.

IV. Next meeting will be held on August 11, 2014.

V. Meeting adjourned at 11:21 a.m.